



Federal Communications Commission  
Consumer & Governmental Affairs Bureau  
Washington, D.C. 20554

SEP 1 2004

Control No. 0402618/kah

DOCKET FILE COPY ORIGINAL 05-133

CGB

The Honorable Barbara A. Mikulski  
United States Senator  
60 West Street, Suite 202  
Annapolis, MD 21401-2448

Thank you for your letter on behalf of your constituent, Ms. Troiano, regarding AT&T calling card rates.

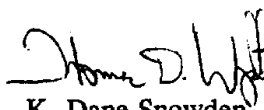
Enclosed is information to assist Ms. Troiano. The issues outlined in her letter are currently under consideration by the Commission. Although the comment period has closed in this proceeding, we have placed a copy of Ms. Troiano's correspondence in the public record for this proceeding.

The Commission seeks to inform consumers about their rights regarding common carrier practices that may violate the Communications Act or other federal or state regulations. In determining whether to take enforcement action or other action in any particular situation, the Commission may consider various factors, including the type of violation alleged, economic harm to consumers, and the probability of preventing future unlawful conduct. Letters from consumers provide valuable information that is frequently used to develop or support Commission initiatives for consumers and for enforcement purposes. Information compiled by the Consumer & Governmental Affairs Bureau is shared with the Enforcement Bureau, which may choose to pursue enforcement action against violators. We invite Ms. Troiano to visit the Consumer & Governmental Affairs Bureau's Internet web site at <http://www.fcc.gov/cgb>.

Additional information on telephone-related issues is available to the public by calling the Commission's Consumer Center toll free at 1-888-CALL-FCC, TTY users may call 1-888-TELL-FCC. Information on telephone-related issues can also be accessed via the Internet. The Commission's Home Page is located at <http://www.fcc.gov>.

We appreciate your inquiry. Please do not hesitate to contact us if you have further questions.

Sincerely,

  
K. Dane Snowden  
Chief

Consumer & Governmental Affairs Bureau

Enclosures



UNITED STATES OF AMERICA  
FEDERAL TRADE COMMISSION  
WASHINGTON, D.C. 20580

Office of the Secretary

AUG 4 - 2004

08/01/538  
COP  
Calling Cards  
2/6/8

The Honorable Barbara Mikulski  
United States Senate  
60 West Street, Ste. 202  
Annapolis, MD 21401

Re: FTC Ref. No. 4619774

Dear Senator Mikulski:

Thank you for your letter on behalf of your constituent, Ms. Theresa Troiano of Great Mills, concerning the billing practices of AT&T. As you know, the Federal Trade Commission has been directed by Congress to act in the interest of all consumers to prevent deceptive or unfair practices and unfair methods of competition, pursuant to the Federal Trade Commission Act, 15 U.S.C. 41 *et seq.* In determining whether to take enforcement or other action in any particular situation, the Commission may consider to a number of factors, including the type of violation alleged; the nature and amount of consumer inquiry at issue and the number of consumers affected; and the likelihood of preventing future unlawful conduct and securing redress or other relief. As a matter of policy, the Commission does not generally intervene in individual disputes. However, letters from your constituents provide valuable information that is frequently used to develop or support Commission enforcement initiatives.

I appreciate learning of your constituent's problem, but primary jurisdiction over this issue lies with the Federal Communications Commission. Therefore, I have taken the liberty of forwarding your inquiry to the Commission for their review. I appreciate your interest in this matter, and please let us know whenever we can be of assistance.

Sincerely,

*(Donald S. Clark)*

Donald S. Clark  
Secretary of the Commission

✓ cc: Director of Congressional Liaison  
Federal Communications Commission  
1919 M Street, N.W.  
Washington, D.C. 20554

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BARBARA A. MIKULSKI  
MARYLAND

COMMITTEES:

APPROPRIATIONS

HEALTH, EDUCATION, LABOR,  
AND PENSIONS

*4619774*  
*June*  
United States Senate FEDERAL TRADE COMMISSION

WASHINGTON, DC 20580-0002 04 JUN 29 AM 12:48

June 23, 2008. CONNES. BRANCH

Ms. Anna H. Davis  
Director, Office of Congressional Relations  
Federal Trade Commission  
600 Pennsylvania Avenue, N.W., Room 406  
Washington, D.C. 20580-0002

Dear Ms. Davis:

I would appreciate it if you would review the enclosed correspondence and would contact my office as soon as possible with the appropriate information to respond to my constituent.

Please send your response in duplicate form to the attention of my assistant, Denise Nooe, in my office at 60 West Street, Suite 202, Annapolis, Maryland 21401.

Thank you for your consideration of this matter.

Sincerely,

*Barbara A. Mikulski*

Barbara A. Mikulski  
United States Senator

BAM:dgn

IN REPLY PLEASE REFER TO  
OFFICE INDICATED:

- ☐ 1629 THAMES STREET, SUITE 400  
BALTIMORE, MD 21231  
(410) 962-4510  
VOICE/TDD: (410) 962-4512
- ☒ 60 WEST STREET, SUITE 202  
ANNAPOLIS, MD 21401-2448  
(410) 263-1805  
BALTIMORE: (410) 269-1850
- ☐ 6404 IVY LANE, SUITE 406  
GREENBELT, MD 20770-1407  
(301) 345-5517
- ☐ 94 WEST WASHINGTON STREET  
HAGERSTOWN, MD 27140-4804  
(301) 797-2826
- ☐ SUITE 1E, BUILDING B  
1201 PEMBERTON DRIVE  
SALISBURY, MD 21801-2403  
(410) 546-7711

ROY DYSON  
SENATOR



Annapolis Office  
1-800-492-7122  
301-858-3673  
E-mail Roy\_Dyson@senate.state.md.us

District Office  
P.O. Box 229  
Great Mills, Maryland 20634-0229  
301-994-2826

THE SENATE OF MARYLAND  
ANNAPOLIS, MARYLAND 21401-1991

April 7, 2004

The Honorable Barbara A. Mikulski  
U.S. Senate  
709 Senate Hart Office Building  
Washington, D.C. 20510-2002

Dear Senator Mikulski:

*Barbara -*

Enclosed is a copy of several letters concerning a matter involving our constituents. I believe this issue needs immediate attention from the United States Congress.

As you will see from the letter I received from Ms. Troiano, this situation involving her son fighting in harm's way to protect our freedoms in Iraq is unacceptable to me and I know you will concur.

As always Barbara, thank you for your help in matters relating to our constituents.

Sincerely,

*Roy*

Maryland Senator Roy Dyson  
District 29

ROY DYSON  
SENATOR



Annapolis Office  
1-800-492-7122  
301-858-3673  
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THE SENATE OF MARYLAND  
ANNAPOLIS, MARYLAND 21401-1991

April 7, 2004

The Honorable Donald H. Rumsfeld  
Secretary of Defense  
U.S. Department of Defense  
1300 Defense Pentagon  
Washington, D.C. 20301-1300

Dear Mr. Secretary:

I have recently received a disturbing letter that will concern you as much as it does me. Ms. Theresa Troiano is concerned that AT&T may be overcharging her son's calling card while he is serving us bravely as a U.S. soldier in Iraq!

Ms. Troiano's son is in harm's way every day fighting for our freedom in Iraq. He deserves better than this. If this is indeed the case, I'm sure it's happening to all of our soldiers in Iraq and Afghanistan. The least we can provide our brave men and women in combat is to let them contact their loved ones without being gouged by big business. I fear this is a simple case of war-time profiteering by AT&T.

Ms. Troiano deserves an answer to her letter, which I have enclosed. If AT&T is participating in war-time profiteering, they need to stop. If they do not, I believe a Congressional hearing is required.

I appreciate your attention to this matter Mr. Secretary and look forward to hearing from you soon.

Sincerely,

A handwritten signature in black ink that reads "Roy Dyson". The signature is fluid and cursive, with the first name "Roy" and last name "Dyson" clearly distinguishable.

Maryland Senator Roy Dyson  
District 29

cc: The Honorable Paul S. Sarbanes  
The Honorable Barbara A. Mikulski  
The Honorable Steny H. Hoyer  
The Honorable George W. Bush

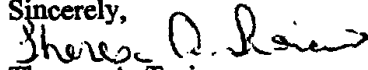
April 3, 2004

Theresa Troiano  
45624 Rutherford Blvd.  
Great Mills, MD. 20634  
301-863-5926

Dear Senator Dyson:

I am a mother of a soldier over in Iraq his name is SPC Thomas Lorence and I am greatly concerned with the miss justice that our troops are receiving along with our families in the states. My son has a calling card from AT&T that he has been using since he has been over there. This is his second tour of duty over in Iraq. He arrived in Kuwait in the middle of March and has been stationed in Baghdad for approximately a week. My concern is that AT&T is outrageously charging a great deal of money for the actual minutes that he is receiving. I contacted AT&T this morning to find out exactly what the problem is. They informed me that for every 1 minute that he talks he is actually getting charged 20minutes. I informed them that this was outrageous and the only response that I have been able to get is that they cannot change their rates. As of April 3, 2004 I myself have put on 1000 minutes. My daughter-in-law has put on 1600 minutes since the 31<sup>st</sup> of March not including the minutes that she put on the card prior to that. Her mother has put on 600 minutes as well. You would think with all of those minutes they would have lasted longer than they have since he has only been over there since the middle of March. When he calls his wife he talks to her approximately 10 minutes at a time. Which is twice a day. I myself have only talked to him once for about 10 minutes too. If my math is correct 3,200 minutes equal approximately 53hrs but out of this he is only received approximately 3hrs. What upsets me is that we are trying our best to support our troops and our country but we have company's like AT&T making an outrageous profit at the expense of our troops over seas. I am not getting any satisfaction in this matter from AT&T because I am only a concerned mother. I feel a Congressional inquire would get more attention than my phone calls to AT&T. In my opinion, to date, AT&T has been giving me the run-around. I would appreciate any and all assistance you can give me in this matter. Thank you.

Sincerely,



Theresa A. Troiano  
(A concerned mother)

ROY DYSON  
SENATOR



Annapolis Office  
1-800-492-7122  
301-858-3673  
E-mail Roy\_Dyson@senate.state.md.us

District Office  
P.O. Box 229  
Great Mills, Maryland 20634-0229  
301-994-1826

THE SENATE OF MARYLAND  
ANNAPOLIS, MARYLAND 21401-1991

April 7, 2004

Mr. David W. Dorman  
Chairman of the Board and Chief Executive Officer  
AT&T  
P.O. Box 1399  
Jacksonville, NC 28546

Dear Mr. Dorman:

I have received a letter of complaint from a constituent of mine who has a son bravely fighting for our freedoms in Iraq. I have enclosed a copy of her letter.

Needless to say, I am extremely concerned about this situation. The last thing AT&T should be doing with our U.S. soldiers and their families is to hinder them from communicating with each other or over-charging them.

I would appreciate you getting back to Ms. Troiano and me regarding this situation as soon as you receive my response.

Sincerely,

A handwritten signature in black ink that reads "Roy Dyson". The signature is fluid and cursive, with the first name "Roy" and last name "Dyson" clearly legible.

Maryland Senator Roy Dyson  
District 29